



Complaints & Feedback are Welcome

# A Guide for Staff

**Cheshire Ireland is committed to providing a quality,  
person centred service for individuals.**

**We encourage and welcome individuals to speak out  
about complaints and provide feedback**

## Supporting People to Speak Up



- Sometimes people receiving a Cheshire service find themselves unhappy with certain aspects of the service. It is the policy of Cheshire Ireland to **foster and encourage people to speak up.**
- Cheshire Ireland welcomes and encourages people to speak out about their complaints and provide their feedback. This information will **help us to improve the quality of the services we provide.** It is an opportunity for us to find out more about what people want from our services.
- Cheshire Ireland **welcomes any feedback** that people would like to provide about the service. This helps to make sure we continue doing the things that work well and work to resolve some of the things that need to be better. We promise to pass on any praise and act on any concerns.
- It is our **responsibility as staff** to support and encourage individuals living in our services to speak up regarding any complaints or feedback they may have.

## What is a Complaint?

People have the right to complain about any aspect of the service with which they are unhappy.

A complaint is something that causes someone concern or dissatisfaction. It can cause someone to be angry, upset, sad or even apathetic. It is usually relating to something that is happening in the service, something that could be happening better, or even something that is not happening.

It is important to discuss any issue that you believe may be a complaint with the individual to ensure clarity around the issue.

### **Some examples of areas that people could complain about are:**

- Physical Environment
- Quality of Food
- Provision of Care
- Privacy
- Choice
- Personal Safety
- How people are treated
- Peoples' Rights

## Supporting People to Speak Up



# How do I support a person to complain?

### If you believe someone has a concern:

- Speak to the individual.
- Find a quiet, uninterrupted and private place.
- Ensure you have adequate time to spend with the individual.
- Take time to listen to the person and allow them to give you as much information as they feel comfortable.
- Try to actively listen to their concerns.
- Do not take the complaint personally or become defensive.
- Try to identify and sympathise with the person.
- Treat all complaints and feedback seriously – remember that it is difficult to raise an issue.
- Do not dismiss any complaints. While it may not be your responsibility to investigate a complaint, reporting a complaint is your responsibility.
- Inform the person that you will contact the relevant person and that the issue will be followed up as soon as possible.
- Assure them that they will be kept informed of any developments and thank them for bringing the complaint to your attention.

## What should individuals living in our services expect when they make a Complaint?

### **They will be:**

- Listened to
- Spoken with in a Confidential manner
- Respected
- Treated Fairly
- Offered Advocacy Support
- Safe
- Communicated with
- Provided with Information
- Supported
- Given regular Feedback

## Supporting People to Speak Up



# How are Complaints Managed?

## There are 5 steps in the Cheshire Ireland Complaints Management Process:

- **Step 1:** Local Informal Resolution of the Complaint
- **Step 2:** Preliminary Enquiry
- **Step 3:** Formal Investigation
- **Step 4:** Review
- **Step 5:** Independent Review

### Step 1:

- If someone makes a complaint to you locally, document it immediately on the **Complaint and Feedback form**. This is a requirement of the HSE.
- If the complaint is not of a serious nature and does not involve another staff member, try to resolve it locally.
- Bring the complaint to the attention of the Service Manager.
- Every effort should be made to resolve **the complaint as soon as possible**.
- If the complaint cannot be resolved at this stage, let the person know how the complaint is progressing.

## Cheshire Ireland - learning through listening

### Step 2:

- If the complaint cannot be resolved at Step 1 or is of a serious nature, it will require further exploration. This will be carried out by the Service Manager and is called a **Preliminary Enquiry**.
- Everyone involved in the complaint will be asked to provide an account of the facts, which will be documented in the **Account Recording form**.
- If the complaint cannot be resolved at Step 2, the complaint will require a **formal investigation**.

### Step 3:

- The investigation will be carried out by a small investigation team. The team will review all relevant documentation and meet in private with everyone involved. People can be accompanied by a person of their choice to these meetings.
- The investigation will be carried out thoroughly, impartially and confidentiality will be maintained at all times. The investigation should be completed within 30 days and people will be kept informed throughout the process.
- When the investigation is concluded, a report is written containing findings and recommendations.

### Step 4:

- If requested, a review of the complaint will be carried out by the HSE in conjunction with Cheshire Ireland.

### Step 5:

- If requested, a review of the complaint will be carried out by the Ombudsman.

## Supporting People to Speak Up



## What should I do if I receive a complaint involving another staff member?

- If this occurs, the complaint must immediately be documented using the Complaint and Feedback form.
- You must bring this to the attention of the Service Manager, who is responsible for resolving these complaints.

## What are the Possible Outcomes if an Individual living in our services makes a Complaint?

### **Possible outcomes might include:**

- An Apology
- An Explanation
- An Admission of Fault
- A Change of Decision
- Changes to the Environment
- Correction of Misleading / Incorrect Records
- Changes to Support Levels
- Policy Changes
- No Action



## What is Feedback?

Feedback is a person's opinion on an activity or service that has been provided to them. Feedback can be either positive or negative. Feedback can express satisfaction or dissatisfaction with the service or just an observation they may like to make.

## What should I do if I receive Feedback?

If you receive feedback regarding any aspect of the service or an individual, you should speak to the Service Manager and inform them of this. The Service Manager will then strive to communicate the feedback provided to the relevant individuals concerned.

## Supporting People to Speak Up



# What is my role in Managing Complaints and Feedback?

- To support people to raise complaints.
- To provide information to people regarding the complaints process.
- To support people, where necessary, to document complaints.
- To support people who have raised complaints throughout the process.
- To co-operate throughout any complaint being investigated.
- To document and pass on any feedback received to the Service Manager.
- To learn from any complaints or feedback received.

## Cheshire Ireland - learning through listening

If you have a complaint about any aspect of a Cheshire Service or you want to provide some feedback, then please complete this form.

**Name:** \_\_\_\_\_

**Contact Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Date of experience giving rise to complaint / feedback:** \_\_\_\_\_

**Complaint / Feedback reported to:** \_\_\_\_\_

**Are you a:**

Person receiving a service  Family Member  Advocate

Staff Member  Other \_\_\_\_\_

**Please outline a brief description of your complaint / feedback:**

\_\_\_\_\_  
\_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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**To be completed by Cheshire Ireland staff member only**

Received by: \_\_\_\_\_ Date Received: \_\_\_\_\_

Received from: \_\_\_\_\_ Verbal  Written

**Category of Complaint:**

Service Delivery  Accommodation/Food  Privacy  Choice  Adult Protection

Hygiene/Cleanliness  Financial  Rights  Personal Safety/Injury  Staff Attitude/Manner

Facilities/Physical Environment  Communication  Other \_\_\_\_\_

**Initial Action Taken:** \_\_\_\_\_

\_\_\_\_\_



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*“people with disabilities have the right to participate in all areas of Irish life to the fullest extent possible, and, individually and collectively have the right to influence decisions which affect their lives”*

*A Strategy for Equality*